

### Human Resource Manpower Plan for Qwik Print and Label Solution Opc

Presented to the Faculty of Business Administration Department Institute of Accounts, Business and Finance Far Eastern University - Manila

In Partial Fulfillment of the Requirements for the Degree Bachelor of Science in Business Administration

#### **Proponents:**

**Belchez, Harold C.** 2021042041@feu.edu.ph

Miranda, Maria Luisa 2021036561@feu.edu.ph

**Regondola, Mica O.** 2021039651@feu.edu.ph

**Santos, Klarence** 2021054061@feu.edu.ph

#### Watch us on Google Drive:

https://drive.google.com/file/d/17H70fErVas8AW1wLeX2rWrzWib5YtOHd/view?usp=sharing

#### Corresponding proponent: Cada, Leonardo Jr. F.

Email: lcada@feu.edu.ph Institute of Accounts, Business and Finance Far Eastern University - Manila



This publication is licensed under a <u>Creative Commons — Attribution-</u> NonCommercial 4.0 International — CC BY-NC 4.0

#### TABLE OF CONTENTS

1 INDEXED AT:

wotelet

wotelet

wotelet

wotelet

wotelet

wotelet

ARCHIVE

Google

Academia.edu

### **HUMAN RESOURCE** MANAGEMENT "Creative and Design Thinkers"

Overview of the business	3
Introduction	5
HR MANPOWER PLAN REPORT OUTLINE	7
A. Staffing acquisition or Recruitment and Selection process	7
B. Resource Calendar	9
C. Training and talent management	10
D. Development	12
E. Performance review	13
F. Recognition and Rewards	13
G. Employee and labor relationship	14
H. Health and Safety Risk Program	15
Recommendation	16
Acknowledgement	
References	19
Appendix/Appendices	21
Virtual Interview	21
Business Owner-Participant Consent Form	22
Business Permit	23
End Notes	24

#### Overview of the business











"Creative and Design Thinkers"

Company name: Qwik Print and Label Solution

Management team: Cyrach T. Susada

Legal structure: Corporation

Location: #39 Production St., Project 8, Brgy. Sangandaan, Quezon

City, NCR, Philippines

A unique story about the company and history: It started as a small business going around the city searching for clients, service, artists, and partners along with the owners' kids when they were still little. It was a tough time but now things are looking great. There's a saying that today's challenge will be tomorrow's reward.

Mission: To deliver quality and affordable products that will exceed all expectations. To leave excellent service and honorable actions delivered

Vision: Engrave positive influence for everyone.

Details about the products or services offered: Printing services, including digital printing, offset printing, large-format printing, custom printing, product labeling, barcode labels, and custom labels.

Target market: The target market can vary from small or big-time brands that are willing to receive the service. Brands such as food products, pest controls, soap products, barcode services and sticker in the form of packaging

Qwik Print and Label Solution is a printing and labeling business that offers a variety of services to both corporations and individuals. The company is well known for providing high-quality printing and labeling solutions that are tailored to their clients' individual requirements. They provide a wide range of printing services, including digital printing, offset printing, large-format printing, and custom printing. They also offer labeling solutions in addition to printing, such as product labeling, barcode labels, custom labels, and more. To ensure that their labels are sturdy, long-lasting, and visually appealing, they use high-quality materials and innovative printing procedures.









JANUARY - MAY 2023

"Creative and Design Thinkers"

The company is dedicated to offering remarkable customer service and modifying solutions to each client's specific requests. They have a worker of experienced specialists that are well-versed in printing and labeling productions and can offer expert advice and guidance. The company's added value is its experience and expertise. Printing requirements are analyzed and appraised, and ideas and solutions are presented to each client to satisfy their specific requirements. Most businesses require a variety of print media to operate, market, and communicate effectively on a regular basis.

Overall, Qwik Print and Label Solution is a trustworthy printing and labeling firm that provides high-quality solutions at reasonable pricing. Their dedication to quality, customer service, and innovation has made them a favorite among organizations and people in need of printing and labeling services.









"Creative and Design Thinkers"

#### Introduction

Human resource management (HRM) is an organizational function that deals with managing people with the goal of maximizing employees' abilities, knowledge, and skills to foster positive attitudes and behaviors in the workplace (Coursera, 2023)¹. More recently, senior managers have realized the importance of HRM in achieving organizational competitiveness and in addressing an organization's strategic goal in defining its competitive advantage. According to Rihan, it takes a variety of tasks to manage human resources, including hiring, inspiring, evaluating, adjusting, training, and developing workers. In creating it is crucial that human resource professionals lead to the organization's long-term goal by creating activities that would foster a sense of value among its employees through HRM policies

The Human Resource Department is one crucial division in every department or firm, whether it may be small, medium, or a huge corporation. This is one area where it will always be difficult to keep up with the ups and downs of employee development and turnover inside a company. When business appears to be productive and the company is growing, the demand for exceptional candidates in any organization will climb. (Rihan, n.d.)<sup>2</sup> When it comes to managing personnel development and turnover, the HR department frequently meets difficulties. The demand for qualified people grows as firms grow, increasing pressure on the HR department to quickly identify and attract skilled individuals. Furthermore, employee turnover is an unavoidable fact in any business. When employees leave, the HR department must try to keep the organization running smoothly by either filling the vacancy or dividing the burden among the remaining employees. During times of economic uncertainty or corporate restructuring, the HR department may be called upon to manage layoffs or downsizing. These types of scenarios can be difficult for HR professionals because they must balance the needs of the business with the well-being of the affected personnel.

Qwik Print and Label Solution is a printing and labeling firm that excels not only in services but also in human resource management. The organization acknowledges that its people are its most asset, and that their devotion and hard work are critical to the company's success. The company is dedicated to fostering a healthy work atmosphere that

**JANUARY - MAY 2023** 

"Creative and Design Thinkers

encourages creativity, innovation, and employee development. Human resource management techniques of the organization are centered on acquiring, developing, and retaining the best personnel in the industry. The company's recruitment procedure is thorough and geared to uncover applicants with the necessary abilities, experience, and cultural fit. Owik Print and Label Solution invests in their employees by offering significant training and development options, such as mentoring, coaching, and continuous learning programs. company's performance management system is intended to offer staff regular feedback, reward their accomplishments, and identify areas for development. This system promotes employee involvement and allows them to grow and develop within the organization.

To attract and retain the best employees, Qwik Print and Label Solution offers competitive salary packages that include health benefits, retirement plans, and performance-based bonuses. The company's commitment to human resource management has resulted in a highly motivated and engaged team committed to providing excellent customer service. In this business plan, we will look at the various human resource management techniques that Owik Print and Label Solution has in place and how they contribute to the company's performance.









"Creative and Design Thinkers

#### HR MANPOWER PLAN REPORT OUTLINE

#### 0. Staffing acquisition or Recruitment and Selection process

Staffing management is an important aspect of human resource management that involves gathering, developing, and maintaining the workforce required to satisfy organizational needs. It includes activities such as worker and labor relations health and safety risks, recruiting and selection, resource planning, training and talent management, performance evaluations, recognition and incentives, and employee and labor relations health and safety risks (Angeline, 2023)<sup>3</sup>. Each of these sub-topics is critical to establishing an effective and efficient workforce capable of contributing to corporate success.









JANUARY - MAY 2023

"Creative and Design Thinkers"

Interview Process Steps	Description
Initial Screening	Resumes and applications are reviewed by the hiring team. Eligible candidates are shortlisted based on their qualifications and experience.
Department-Specific Interview	The co-owner of Qwik Prints and Label Solution conducts interviews with the shortlisted candidates. The interview focuses on assessing the candidate's knowledge, skills, and experience specific to the department they are being considered for.
Approval and Analysis	The co-owner passes the selected candidates to the President of the company. The President reviews the candidates' qualifications, interview feedback, and fit for the department. Analysis involves assessing whether the candidates meet the department's requirements and can contribute to its goals.
Final Decision and Offer	The President makes the final decision on the successful candidate(s) based on the analysis and evaluation. The selected candidate(s) receive a job offer, including negotiations on salary, benefits, and start date.

FIGURE 1.1 Steps of interview process of Qwik Print and Label
Solution Opc

Based on the table above, those are the steps of the interview process for Qwik Prints and Label Solution, as explained in the interview with Mr. Susada. When it comes to the criteria for choosing an applicant, one of their requirements is that the applicant have relevant education and experience. Candidates are expected to have the necessary education and experience relevant to the job position they are applying for, such as a high school diploma, experience with machinery or computer operations, and a bachelor's degree or relevant course program. The second is knowledge and skills: Candidates should possess specific knowledge and skills related to the job position, such as a basic understanding of machine operation and maintenance, knowledge of safety protocols, strong communication and interpersonal skills, and the ability to assist and support the personnel and the









JANUARY - MAY 2023

"Creative and Design Thinkers"

president of the company. Lastly are the behavioral traits: candidates should display certain behavioral traits such as willingness to follow instructions, work as part of a team, ability to follow rules and regulations, presence of mind to use common sense and logic, self-motivation, goal orientation, persuasive abilities, and orderliness to maintain company policies and order.

Note: that those criteria depend on the job positions that are available.

#### B. Resource Calendar







JANUARY - MAY 2023

"Creative and Design Thinkers'

Task	Deadline	Distribution	Operations
Customer Orders	May 5, 2023	Sales Department	- Review customer orders
			- Confirm order details
			- Assign order to digital artist
Digital Artwork	May 10, 2023	Sticker Printing Dept.	- Finalize sticker layout/design
			- Seek customer approval
			- Make necessary revisions if required
Production	May 15, 2023	Production Department	- Prepare printing machines
			- Load materials (paper, ink, etc.)
			- Print stickers as per approved artwork
			- Conduct quality checks
Finishing	May 18, 2023	Finishing Department	- Cut and trim stickers
			- Apply treatments (e.g., lamination, coating)
			- Ensure stickers meet quality standards
Packaging	May 20, 2023	Packaging Department	- Sort and organize stickers
			- Package stickers securely
			- Label packages with customer info
Shipping/Delivery	May 25, 2023	Shipping Department	- Coordinate shipping arrangements
			- Prepare shipping labels and documentation
			- Schedule pickups or arrange delivery
Customer Confirmation	May 30, 2023	Sales Department	- Contact customers for confirmation
			- Address issues or concerns
			- Request feedback

Figure 1-2: General outline for the sticker printing process at Qwik Print and Label Solutions Opc's systematic Approach.

The purpose of a resource calendar is to ensure that your project team is accessible to perform the necessary tasks at the required times. The resource calendar serves multiple purposes beyond efficient task assignment. It facilitates the monitoring of both equipment and

"Creative and Design Thinkers"

JANUARY - MAY 2023

personnel, incorporating useful features like timesheets to track team members' task-specific time allocations, workload charts to optimize productivity, and Gantt charts to manage resource costs in keeping with budgetary constraints. Moreover, the resource calendar is a valuable tool for those overseeing programs or portfolios with shared resources. It allows program or portfolio managers to identify shared resources, facilitating planning across multiple projects. (Landau, 2022)<sup>4</sup>.

Qwik Print and Label Solutions Opc is a company that values time and efficiency in their work process. As such, they have implemented a resource calendar that is evaluated monthly to ensure that all deadlines, distributions, and operations are organized and executed smoothly. They created a business plan ahead of time. This calendar includes information like the deadline, distribution, and operations of the work. They have this since they adopt a systematic approach when getting a client, approving orders, operating, and distributing, etc. For example, to their sticker printing department, after they get an order from their customers, they will finalize the layout through to digital artists. After that, they will operate and distribute it.

#### C. Training and talent management

This entails assessing and improving employees' talents and abilities so that they can perform their duties successfully. It includes developing training programs, managing performance, identifying talent, and preparing for succession. Effective training programs may assist to build employee skills and talents, improve work performance, and boost employee engagement and satisfaction (Andreev, 2021)<sup>5</sup>. According to Alshaalan (2021)<sup>6</sup>, firms that invest in staff training and development have higher percentages of staff engagement and happiness at work. Talent management entails finding and nurturing individuals 'potentials so that they may take on future positions and duties within the business. Talent management strategies can aid in increasing worker retention and decreasing turnover rates.









"Creative and Design Thinkers"

JANUARY - MAY 2023

Training and Development Approaches	Description
Training and Development approaches	Co-owners and senior operators serve as
	mentors to provide step-by-step training on
	the operations of the machinery and
	production processes. This training is
	focused on tasks such as creating stickers
	or finishing boxes, aiming to ensure
Mentoring and Guiding	thorough understanding among laborers.
	Sales agents receive training on client
	acquisition systems and processes. They
	are briefed on effective scheduling
	management and the importance of
	coordination and communication within the
	team. Both new and experienced agents
	are encouraged to collaborate with
Sales Agent Training	colleagues to achieve sales goals.
	Qwik Prints and Label Solutions OPC
	emphasizes the need for experienced
	secretaries to efficiently support the
	company's operations. Briefings and
	orientation are provided, covering various
	aspects of the business from the bottom to
	the top level. This training equips
On another Training	secretaries with the necessary knowledge
Secretary Training	and skills to fulfill their roles effectively.

FIGURE 1-3 Training and Talent management approach of Qwik Print and Label Solution OPC

In this table, each training and development approach is outlined along with a brief description of its purpose and focus within Qwik Prints and Label Solutions Opc. Overall, Qwik Prints and Label Solutions OPC prioritizes mentorship, hands-on training, and briefings to ensure that employees across different roles are equipped with the necessary knowledge and skills to contribute effectively to the company's operations.









"Creative and Design Thinkers"

#### D. Development

In the competitive corporate environment, where a skilled workforce is a vital component for achieving a competitive edge, training and development serve to organizational success. With technological advancements rapidly de-skilling employees, many companies have implemented mandatory training hours per year to ensure their workforce remains competent and up to date. (Linguee Global Solutions, 2021). Owik Print and Label Solutions Opc has recognized that the success of a company is not solely dependent on its products or services, but also on the quality of its workforce. By understanding the importance of motivated and well-guided employees, the company has implemented various strategies to support and guide its workforce. One of the key approaches taken by Qwik Print and Label Solutions Opc is setting achievable goals. These goals not only provide direction for the organization but also serve as a motivating factor for the employees. By having clear objectives, employees can understand what they are working towards and feel a sense of purpose in their roles. This approach helps align the efforts of the workforce with the overall goals of the company, increasing the chances of success.

Moreover, the company values its employees and prioritizes their growth and development. Qwik Print and Label Solutions Opc provides its employees with the necessary tools and support to enhance their skills and abilities. By investing in their employees' professional growth, the company ensures that individuals are equipped to face challenges and contribute to the long-term success of the organization. This approach not only benefits the employees by helping them progress in their careers but also strengthens the company by having a skilled and knowledgeable workforce. In addition to professional development, Qwik Print and Label Solutions Opc fosters a healthy work environment by celebrating important occasions such birthdays. By recognizing and celebrating their employees' birthdays, the company demonstrates its appreciation and care for its workforce. This practice contributes to a positive work culture, where employees feel valued and motivated. A positive work culture, in turn, leads to better employee retention and performance, as individuals are more likely to be engaged and committed to their work.

"Creative and Design Thinkers"

Overall, Qwik Print and Label Solutions Opc's approach to success revolves around achieving goals, developing individual character, and fostering a positive work environment. By setting achievable goals, investing in employee growth, and celebrating important occasions, the company aims to create a motivated and well-guided workforce. This approach is expected to contribute to the long-term success of the organization by aligning employee efforts with company objectives and creating a positive and supportive work culture.

#### E. Performance review

Despite the fact that they have many departments and since they are a small team, the company does not practice it; however, they are aware of it and plan on implementing it soon.

#### F. Recognition and Rewards

The Qwik Print and Label Solutions Opc values the hard work and dedication of their employees, and they make sure to recognize and reward their efforts accordingly. One way they do this is through bonuses, which are given out to employees who exceed their targets or contribute significantly to the company's success. Additionally, the company provides a 13th-month pay, which is an extra month's salary given at the end of the year as a Christmas bonus. Overtime pay and double pay are also offered to employees who work beyond their regular hours or on holidays. This not only compensates employees for their extra effort and time, but it also shows the company's appreciation for their willingness to go above and beyond.

The company also takes pride in its tradition of throwing a beer party after a highly productive day or when finishing a big project. This provides employees with an opportunity to unwind and socialize with their colleagues, promoting a positive work culture and building camaraderie among the team. To further encourage teamwork and collaboration, the company doesn't practice an employee of the month program. Instead, they believe that every member of the team

"Creative and Design Thinkers"

contributes to the company's success and should be recognized for their efforts. This approach fosters a sense of unity and shared responsibility among the employees, which can lead to greater productivity and job satisfaction. This will make employees more loyal and increase the profitability (Coursera, 2023)<sup>8</sup>.

#### G. Employee and labor relationship

Personal issues can be a challenging aspect of any workplace, team disputes among employees can arise unexpectedly, regardless of the best management efforts (Society for Human Resource Management, 2017)<sup>9</sup>. However, the company understands the importance of resolving these issues in a timely and effective manner to maintain a healthy workplace culture. As such, the company prioritizes positive reinforcement and open communication between team members as essential elements in resolving personal issues. To instill these values in its employees, the company provides a comprehensive briefing program before hiring new employees, which highlights the significance of these values in the company's culture. By promoting an environment of mutual respect and understanding, team members feel empowered to bring up any issues they may encounter and work together to identify and implement effective solutions that benefit everyone involved. Ultimately, this approach allows the company to maintain a positive and productive work environment for all employees.

To address personal issues effectively, the company recognizes the importance of private meetings that are akin to counseling sessions, where the parties involved can openly discuss and address the matter. These meetings are held between the employees concerned and the owner or co-owner of the company. As emphasized by the owner, Mr. Susada, the company prioritizes the resolution of any

"Creative and Design Thinkers"

disputes, disagreements, or dissatisfactions between its employees because the company values them as much as they value the company. This approach fosters a mutually beneficial situation, where the company and its employees work together to resolve issues in a way that benefits everyone involved (Nickle Electrical, n.d.)<sup>10</sup>. By providing the time and resources needed to address personal issues, the company demonstrates its commitment to the well-being and satisfaction of its employees.

#### H. Health and Safety Risk Program

Ensuring the safety and well-being of employees is crucial in any workplace, especially for those who handle machinery and perform labor-intensive tasks. This is why the company has implemented various guidelines and protocols to keep its employees safe while also providing them with the necessary resources to maintain their health and well-being. The company's policy of not allowing sick employees to work is a testament to their commitment to employee health. Employees are provided with sick leave of 3-5 days to rest and prioritize their health. This approach ensures that employees do not negatively affect the quality of their work, and it also helps to prevent the spread of illness among other employees (Heathfield, 2018)<sup>11</sup>.

Furthermore, the company is very strict when it comes to handling machinery and labor-intensive tasks. The equipment used in these tasks can be dangerous and can cause serious injuries if not handled properly. To ensure the safety of employees, the company has established a set of guidelines that they should always follow. These guidelines include always being present-minded, filling their stomachs,

"Creative and Design Thinkers"

staying hydrated, observing safety precautions on the machinery used, practicing cleanliness, and performing regular maintenance on the equipment. By following these guidelines, employees can avoid accidents and injuries, ensuring a safe working environment. In the event of an accident, the company provides insurance coverage for its employees. The insurance coverage is included in the employment contract and covers medical bills, external expenses, and even necessities for the family in case of an unfortunate accident in the workplace. This ensures that employees are not financially burdened by an accident and can focus on recovering their health. Such perks, which are uncommon in most small businesses, may assist increase employee morale and productivity while also fostering a healthy corporate culture (Jacobs, 2023)<sup>12</sup>.

#### Recommendation

Based on our analysis of Qwik Prints and Label Solutions Opc, we have identified several key areas where recommendations can be made to enhance their operations and create a more effective and efficient work environment. Our recommendations are tailored to address specific aspects such as the recruitment and selection process, training and talent management, employee development, performance review, and recognition and rewards. By implementing these recommendations, Qwik Prints can optimize their processes, foster employee growth and satisfaction, and ultimately improve overall company performance.

Let's explore these recommendations in detail to understand how they can benefit Qwik Prints and contribute to their continued success.

1. Strengthen the Recruitment and Selection Process: Qwik Prints and Label Solution Opc should continue prioritizing candidates with relevant education and experience for each job position.

17 INDEXED AT:

| Workelet | Work



"Creative and Design Thinkers

However, they should also consider incorporating additional assessment methods such as skills tests, behavioral interviews, or job simulations to ensure a more comprehensive evaluation of candidates' abilities and fit for the role.

- 2. Implement a Performance Review System: Although Owik Prints and Label Solution Opc is currently not practicing performance reviews, it is recommended that they establish a structured performance review system. This will allow the company to assess employee performance, provide feedback, identify areas for improvement, and recognize top performers. Performance reviews can help align individual goals with company objectives, promote professional development, and enhance productivity.
- 3. Formalize Training and Talent Management: While mentorship, hands-on training, and briefings are valuable approaches, Qwik Prints and Label Solution Opc should consider developing a more formalized training program. This could include creating training modules or courses specific to different job roles, establishing clear learning objectives, and providing ongoing training opportunities to enhance employee skills and knowledge (Dobrea & Mironiuc, 2019; Noe, 2020)<sup>1314</sup>.
- 4. Encourage Employee Development: implementing opportunities development programs, offering for crossfunctional training, and providing resources for personal and professional growth. This will not only contribute to individual employee satisfaction but also Qwik Prints and Label Solution Opc should continue supporting their employees' growth and development by providing guidance and assistance in different tasks. They can further enhance this by promoting loyalty and long-term commitment to the company.
- 5. Enhance Recognition and Rewards: Owik Prints and Label Solution Opc can expand their recognition and rewards program beyond financial incentives. While bonuses and pay benefits are valuable, consider implementing thev can also a more comprehensive recognition system that includes appreciation, certificates of achievement, employee spotlights, or team-building activities. This will foster a positive work environment, boost employee morale, and reinforce a culture of teamwork and collaboration.
- 6. Establish an Employee Assistance Program (EAP): Qwik Prints and Label Solution Opc should establish an Employee Assistance









"Creative and Design Thinkers"

JANUARY - MAY 2023

Program because personal issues and disputes among employees can arise unexpectedly, despite the best efforts of management to prevent them. While the company has a policy of resolving such issues through private meetings and a comprehensive briefing program, an EAP can provide additional support to employees who may be struggling with personal issues that affect their work performance and well-being. These issues may include stress, anxiety, depression, addiction, and other personal or family problems. By providing employees with access to trained counselors and resources, an EAP can help employees address their personal issues before they escalate into larger problems that affect their work performance, attendance, and overall well-being (Uprise Health, 2019)<sup>15</sup>.

#### Acknowledgement

We would like to take this opportunity to express our heartfelt gratitude to Mr. Cyrach T. Susada and his company, Qwik Print and Label Solutions Opc, for granting us time to conduct an interview for our Human Resource Management subject. We would like to express our appreciation for the exceptional services that the company and

"Creative and Design Thinkers

owner has provided to its employees and clients. We were thoroughly impressed by the company's level of dedication and commitment to providing high-quality services. It is evident that Qwik Print and Label Solution Opc values its employees and customers, which is demonstrated through the excellent services they offer. As we interviewed the owner, we witnessed the remarkable level of support and assistance provided by the employees.

We also would like to express our sincere gratitude to Professor Mr. Leonardo Cada Jr., for the invaluable guidance and support he has provided us regarding to our business paper. Your insightful thoughts and advice have been instrumental in shaping our ideas and perspectives, enabling us to create a well-researched and thoughtfully constructed paper. Your vast knowledge and experience in the field of business have been an invaluable resource for us. You have always been approachable, responsive, and patient, and your guidance and mentorship have been a source of motivation and encouragement for us throughout this journey.

Lastly, we would like to acknowledge and thank the team members: Mica Regondola, Harold Belchez, Maria Luisa Miranda, and Klarence Santos. Each team member's unique contributions, dedication, and collaborative spirit have been integral to the success of the project. We greatly value the diverse perspectives and expertise brought to the table by each team member, and we are truly grateful for their hard work and commitment.











"Creative and Design Thinke

#### References

Andreev, I. (2021, April 09). *Talent management*. Valamis. https://www.valamis.com/hub/talent-management

Angeline, M. (2023, April 17). *Creating a staffing management plan in project management*. Runn. <a href="https://www.runn.io/blog/staffing-management-plan">https://www.runn.io/blog/staffing-management-plan</a>

Alshaalan, Z. E. (2021, September). The role of training in the development of employees performance. Research Gate.

#### https://doi.org/10.13140/RG.2.2.12489.88169

Coursera. (2023, February 3). What is human resource management? definition + career guide. https://www.coursera.org/articles/human-resource-management

Coursera. (2023, April 27). *Employee engagement: What it is and why it matters*. https://www.coursera.org/articles/employee-engagement

Dobrea, C., Mironiuc, M. (2019). *Implementing a structured employee training program*. Journal of Business and Economic Development, 4(2), 38-44.

Jacobs, J. (2023, March 10). *Health insurance benefits for employees - Why it's important*. Pacific Prime. <a href="https://www.pacificprime.com/blog/employee-medical-insurance-why.html">https://www.pacificprime.com/blog/employee-medical-insurance-why.html</a>

Landau, P. (2022, December 12). What is a resource calendar in project management? Project Manager. https://www.projectmanager.com/blog/resource-calendar

Linguee Global Solutions. (2021, October 27). *Importance of training and development in HRM*. LinkedIn <a href="https://www.linkedin.com/pulse/importance-training-development-hrm-linguee-global-solutions/">https://www.linkedin.com/pulse/importance-training-development-hrm-linguee-global-solutions/</a>

Heathfield, S. (2018, September 20). *Sick leave is an appreciated employee benefit.* LiveAbout. <a href="https://www.liveabout.com/sick-leave-is-an-appreciated-employee-benefit-1918263">https://www.liveabout.com/sick-leave-is-an-appreciated-employee-benefit-1918263</a>

Nickle Electrical. (n.d.). Why you should have one-on-one meetings. https://www.nickleelectrical.com/one-on-one-meetings/#:~:text=Private %20meetings%20give%20you%20the,bad%20news%20regarding%20their %20health.

Noe, R. (2020). *Employee training and development*. McGraw-Hill Education. <a href="https://www.mheducation.com/highered/product/employee-training-development-noe/M9781260043747.html">https://www.mheducation.com/highered/product/employee-training-development-noe/M9781260043747.html</a>

INDEXED AT:











"Creative and Design Thinkers

Rihan, I. (n.d.). What is human resources management? Academia. <a href="https://www.academia.edu/7775792/What">https://www.academia.edu/7775792/What</a> is Human Resources Management

Society for Human Resource Management. (2017). *Managing workplace conflict*. <a href="https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/managingworkplaceconflict.aspx">https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/managingworkplaceconflict.aspx</a>

Uprise Health. (2019, September 24). *The importance of employee assistance programs*. https://uprisehealth.com/resources/the-importance-of-employee-assistance-programs/#:~:text=The%20purpose%20of%20an%20EAP%20is%20to%20help%20employees%20balance,support%20employees%20during%20tough%20times.







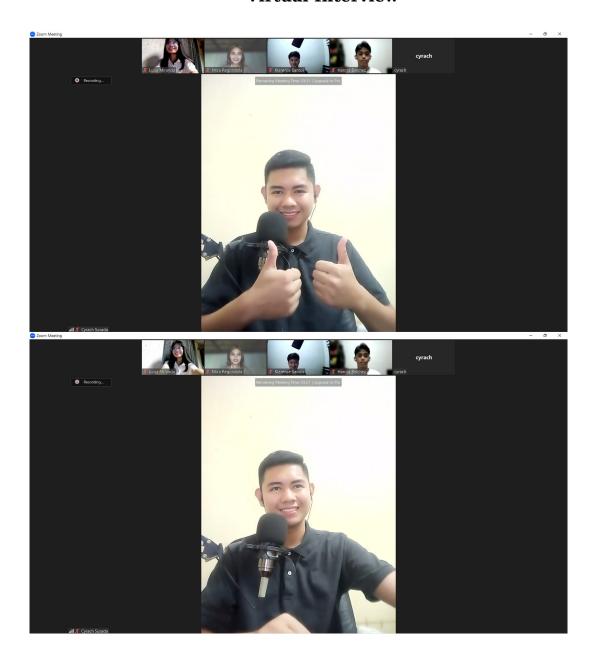




### **HUMAN RESOURCE** MANAGEMENT "Creative and Design Thinkers"

#### Appendix/Appendices

#### Virtual Interview









"Creative and Design Thinkers"

#### **Business Owner-Participant Consent Form**



**Business Owner-Participant Consent Form** 

I understand that I am free to contact any of the students involved in the interview to seek further clarification and information.

Cyrach T Susada

Date: April 21, 2023

Names and signatures of students: 1. Belohez, Harold C. 2.

Names and signatures of students:

1. Belo

Name and signature of business-owner participant:

Regondola, Mica O.

Miranda, Maria Luisa A. Santos, Klarence

Date: April 22, 2023

#### **Business Permit**

INDEXED AT:

24



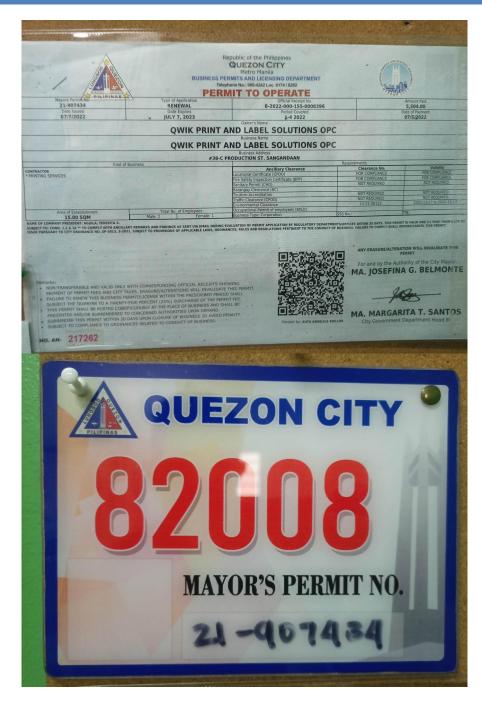








"Creative and Design Thinkers"



#### **Endnotes**

1. Coursera. (2023, February 3). *What is human resource management? definition + career guide*. https://www.coursera.org/articles/human-resource-management

INDEXED AT:











JANUARY - MAY 2023

"Creative and Design Thinkers"

- 2. Rihan, I. (n.d.). What is human resources management? Academia. https://www.academia.edu/7775792/What\_is\_Human\_Resources\_Management\_3. Angeline, M. (2023, April 17). Creating a staffing management plan in project
- 3. Angeline, M. (2023, April 17). Creating a starting management plan in proje management. Runn. https://www.runn.io/blog/staffing-management-plan
- <sup>4.</sup> Landau, P. (2022, December 12). What is a resource calendar in project management? Project Manager. <a href="https://www.projectmanager.com/blog/resource-calendar">https://www.projectmanager.com/blog/resource-calendar</a>
- 5. Andreev, I. (2021, April 09). *Talent management*. Valamis. https://www.valamis.com/hub/talent-management
- <sup>6.</sup> Alshaalan, Z. E. (2021, September). *The role of training in the development of employees performance*. Research Gate. https://doi.org/10.13140/RG.2.2.12489.88169
- <sup>7.</sup> Linguee Global Solutions. (2021, October 27). *Importance of training and development in HRM*. LinkedIn <a href="https://www.linkedin.com/pulse/importance-training-development-hrm-linguee-global-solutions/">https://www.linkedin.com/pulse/importance-training-development-hrm-linguee-global-solutions/</a>
- <sup>8.</sup> Coursera. (2023, April 27). *Employee engagement: What it is and why it matters*. https://www.coursera.org/articles/employee-engagement
- <sup>9.</sup> Society for Human Resource Management. (2017). *Managing workplace conflict*. <a href="https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/managingworkplaceconflict.aspx">https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/managingworkplaceconflict.aspx</a>
- <sup>10.</sup> Nickle Electrical. (n.d.). Why you should have one-on-one meetings. https://www.nickleelectrical.com/one-on-one-meetings/#:~:text=Private%20meetings%20give%20you%20the,bad%20news%20regarding%20their%20health.
- Heathfield, S. (2018, September 20). *Sick leave is an appreciated employee benefit*. LiveAbout. https://www.liveabout.com/sick-leave-is-an-appreciated-employee-benefit-1918263
- <sup>12.</sup> Jacobs, J. (2023, March 10). *Health insurance benefits for employees Why it's important*. Pacific Prime. <a href="https://www.pacificprime.com/blog/employee-medical-insurance-why.html">https://www.pacificprime.com/blog/employee-medical-insurance-why.html</a>
- Dobrea, C., Mironiuc, M. (2019). *Implementing a structured employee training program*. Journal of Business and Economic Development, 4(2), 38-44.
- <sup>14.</sup> Noe, R. (2020). *Employee training and development*. McGraw-Hill Education. https://www.mheducation.com/highered/product/employee-training-development-noe/M9781260043747.html
- <sup>15.</sup> Uprise Health. (2019, September 24). *The importance of employee assistance programs*. https://uprisehealth.com/resources/the-importance-of-employee-assistance-programs/#:~:text=The%20purpose%20of%20an%20EAP%20is%20to%20help%20employees%20balance,support%20employees%20during%20tough%20times.







